

Informal Complaints
Presented by Company and Category

These tables present a subset of total consumer contacts. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following tables report the ICs by utility company and the nature of the complaint by category*.

Communications Industry September 2019

The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.**

Utility Name	Billing	LifeLine	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Grand Total
AmeriMex Communications Corp.	-	-	-	-	-	-	1	1
Astound Broadband	1	-	-	-	-	-	-	1
AT&T California	28	-	-	3	-	-	17	48
AT&T Corp.	-	-	-	-	-	-	1	1
AT&T Mobility	10	-	-	1	-	-	7	18
Charter	-	-	-	-	-	-	5	5
Citizens Telecommunications	-	-	-	-	-	-	1	1
Comcast Digital Phone	1	-	-	1	-	-	-	2
Cox; Cox Communications; Cox Business	1	-	-	-	-	-	1	2
Cricket Wireless, LLC	-	-	-	1	-	-	-	1
Frontier California, Inc.	17	-	-	7	-	-	7	31
G3 Telecom USA, Inc.	-	-	-	-	-	-	1	1
Lifeline Administrator	11	-	1	1	-	-	3	16
Mediacom Communications Corp.	1	-	-	-	-	-	-	1
Sierra Telephone Company, Inc.	1	-	-	-	-	-	1	2
Sprint; Sprint PCS	5	-	-	-	-	-	2	7
Surelink Mobile; TruConnect	-	-	-	1	-	-	-	1
Telepacific Communications	-	-	-	-	-	-	1	1
Time Warner Cable	6	-	-	2	-	-	2	10
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	2	-	-	2	-	-	-	4
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	1	-	-	-	-	-	3	4
Verizon Access Transmission Services	-	-	-	1	-	-	-	1
Verizon Wireless	6	-	-	1	-	-	4	11
Virgin Mobile; Assurance Wireless	1	-	-	1	-	-	4	6
Total ICs Sent	92	-	1	22	-	-	61	176

Energy Industry September 2019

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Total
Apple Valley Choice	2	-	-	-	-	-	2
Clean Power Alliance	3	-	1	-	-	-	4
Direct Energy Business	1	-	-	-	-	-	1
Monterey Bay Community Energy	1	-	-	-	-	-	1
Pacific Gas & Electric Company	39	-	7	9	-	22	77
Pacificorp	-	-	1	-	-	-	1
San Diego Gas & Electric Company	13	-	3	1	-	2	19
San Jose Clean Energy	1	-	-	-	-	-	1
Southern California Edison Company	86	-	3	38	-	27	154
Southern California Gas Company	7	-	3	-	-	3	13
Southwest Gas Corporation	1	-	-	-	-	2	3
Total ICs Sent	154	-	18	48	-	56	276

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Water Industry September 2019

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Public Purpose Programs	Rates	Service	Total
California American Water Company	1	-	-	-	-	-	1
California Water Service Company	4	-	-	-	-	-	4
Cold Springs Water Company, Inc.	1	-	-	-	-	-	1
Del Oro Water Co., Inc.	1	-	-	-	-	-	1
Golden State Water Company	2	-	1	-	-	1	4
Kenwood Village Water Company	1	-	-	-	-	-	1
Liberty Utilities (Park Water) Corp.	3	-	-	-	-	-	3
Mesa-Crest Water Company	1	-	-	-	-	-	1
San Jose Water Company	4	-	-	-	-	-	4
Total ICs Sent	18	-	1	-	-	1	20

[*Category Definitions](#)
[**Companies Sorted by Code](#)
[**Companies Sorted by Utility Name](#)